DELAWARE DEPARTMENT OF JUSTICE
JOB POSTING

Opening Date: July 30, 2008   **Closing Date: Until Filled**

Information Technology Manager – Pay Grade 17
$49,005.00 Yearly Min / $61,256.00 Yearly Mid / $73,507.00 Yearly Max
Administrative Division, IT Unit, New Castle County

Summary Statement

This class is responsible for managing the development and enhancement of information systems and associated data processing operations of an agency.

Supervises a staff of 2 - 5 performing work in the areas of helpdesk, application support, data dictionary, computer networks and operations, user training and administrative and clerical support and administers several contracts for the maintenance and delivery of services.

Job Responsibilities and Duties

Supervision is provided by an administrative superior. Incumbent manages the Information Technology Unit for the Delaware Department of Justice based in New Castle County but also has statewide responsibility for Kent and Sussex counties as well. Travel to the other counties is probable on occasion due to necessity.

Incumbent provides leadership in Information Technology by developing, implementing and evaluating computer networks, hardware and software to support the Department's overall mission. Incumbent prepares strategic plans and budgets, installs and maintains computer hardware and software.

Nature and Scope

This class is responsible for managing a staff of 2 to 5 engaged in developmental efforts for information systems needs and telecommunication requirements, operating computers and networks, conducting or coordinating user training and establishing and maintaining database networks and dictionaries. An incumbent plans, directs and coordinates an agency's data processing operations which may be linked to mainframe operations and interfacing across agencies statewide. Principal contacts are with users, DTI, contractors and vendors, and subordinate staff to ensure timely and cost effective information systems and data processing operations are developed and implemented.

Duties include determining the hardware, software and training needs of the Department, developing and implementing standards, policies and procedures, assisting in the establishment of data processing goals and objectives, analyzing program needs and applications, recommending approval or disapproval of and divisional requests for hardware and software, new and/or upgraded applications, ensuring data security, providing training and monitoring of data files to avoid duplications.

Essential Functions

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Plans for the development of data processing capabilities and writes the Department's Annual Computer System Implementation Plan which defines needs and proposes solutions to problems with attendant costs.

- Develops and recommends data processing standards, policies and procedures.

- Establishes, in conjunction with program administrators and directors, goals and objectives for data processing.

- Evaluates divisional Bud 27 and 28 requests, prioritizes items and recommends departmental technical budget.

- Recommends approval or disapproval of requests for purchase or lease of hardware and software.

- Supervises a small number of personnel and/or oversees the work of contractors.

- Manages data stored on servers, eliminating duplication and permitting authorized access over divisional lines.

- Represents the Department at Information Resource Managers statewide meetings and at DTI meetings for data security.

- Monitors divisional data processing costs to ensure budgetary compliance.

- Develops in-house training programs and selects vendors for software training.

- Evaluates new hardware and software.

Minimum Qualifications:

- Experience and knowledge in understanding the latest generation languages as well as fundamental computer programming / job control languages.

- Experience and knowledge in information technology project management which includes planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating and reporting on status of IT projects.

- Experience and knowledge in the concepts, methods, precepts and techniques of information resource management.

- Experience and knowledge of the theory, components and configuration of personal computers and networks.

- Experience and knowledge of systems analysis.

- Experience and knowledge of data processing security systems.

- Experience and knowledge of the principles and practices of supervision which includes planning, assigning, reviewing and evaluating the work of others.

- Experience and knowledge of the principles and techniques of planning for the development of information systems.

- Knowledge of the theory and practices of budget preparation and control.

- Ability to develop beneficial data processing standards, policies and procedures.

- Ability to analyze data processing program needs.

- Ability to participate in the establishment of goals and objectives.

- Ability to make recommendations for the purchase of equipment and software.

- Ability to plan and implement training programs.

- Ability to write clear, concise, informative reports.

- Ability to speak effectively and represent the Department at statewide meetings.

- Ability to project future requirements for equipment and software.

- Ability to establish and maintain effective business relationships with vendors and co-workers.

Qualified applicants must submit their resume to Human Resources, Department of Justice, 820 N. French Street, Sixth Floor, Wilmington, DE 19801 or fax to: 302-577-5866. EOE.